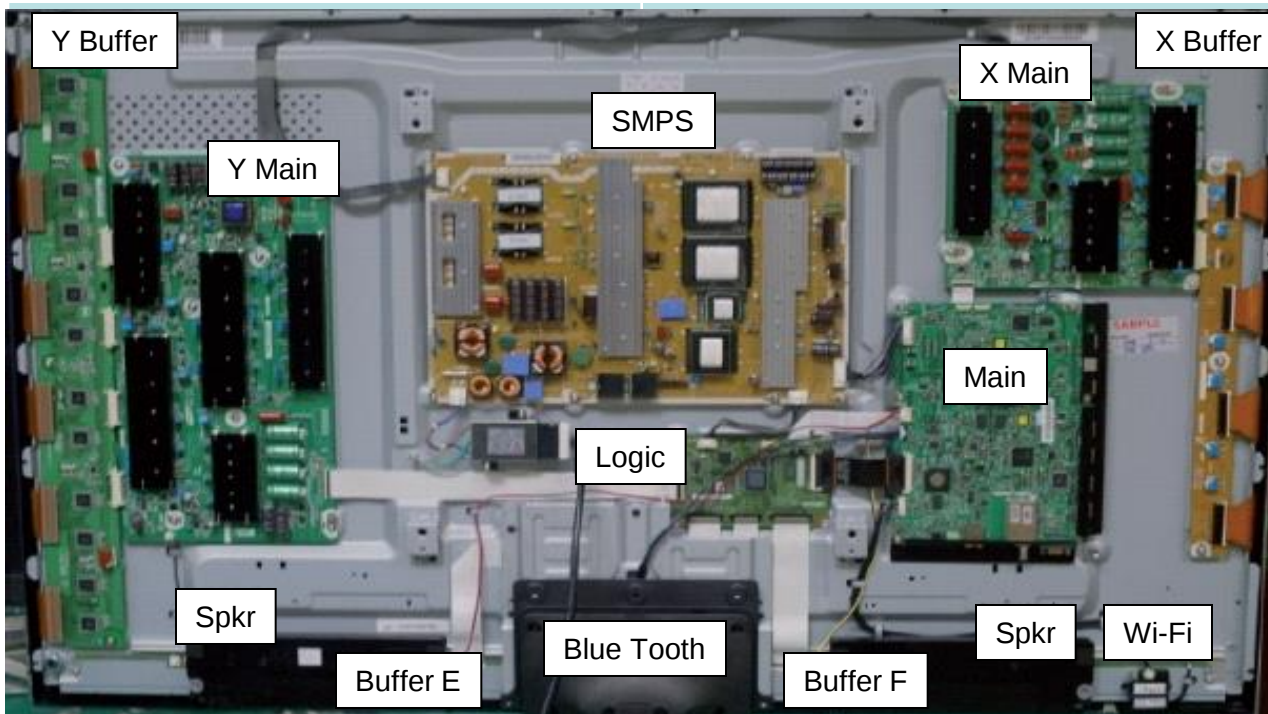




Service Bulletins

Plasma Screen Peeling Issue -
ASC20110708001

Related Model Code(s): PN59D7000FFXZA /
PN59D8000FFXZA / PN64D8000FFXZA

Quick Parts List:

Version	Parts No	Short Description
ALL	BN44-00447A	Power PCB
ALL	BN94-04402V	Main PCB
I101	BN96-16540A	Logic Main PCB
I101	BN96-16541A	Buffer E
I101	BN96-16542A	Buffer F
I101	BN96-16543A	Buffer G
I101	BN96-16544A	X Main
I101	BN96-16545A	Y Main
I101	BN96-16546A	Buffer X
I101	BN96-16547A	Y - Upper
I101	BN96-16548A	Y - Lower
ALL	BN96-17107A	RF module PCB
ALL	BN96-18260F	Function & IR PCB
ALL	BN96-20273A	Panel
ALL	BN63-07791A	Bottom Cover
ALL	BN96-16787A	Stand Base
ALL	BN96-16813A	Front Cover
ALL	BN96-16827B	Rear Cover
ALL	BN96-16829A	Stand Guide
ALL	BN40-00208A	Tuner
ALL	BN59-01134B	Remote
ALL	BN96-18070B	Speaker
ALL	BN96-18130H	LVDS Cable
ALL	BN63-02368B	Cleaning Cloth
ALL	BN96-09872R	Power Cord

HELP: 1-888-751-4086 (Tech Support)

GSPN

http://service.samsungportal.com/EP/web/portal/jsp/EP_Default1.jsp

PLUS ONE

<http://my.plus1solutions.net/clientPortals/samsung>

HOT TIPS

-Power On Problems: (pg. 3)

-Video Problems: (pg. 4)

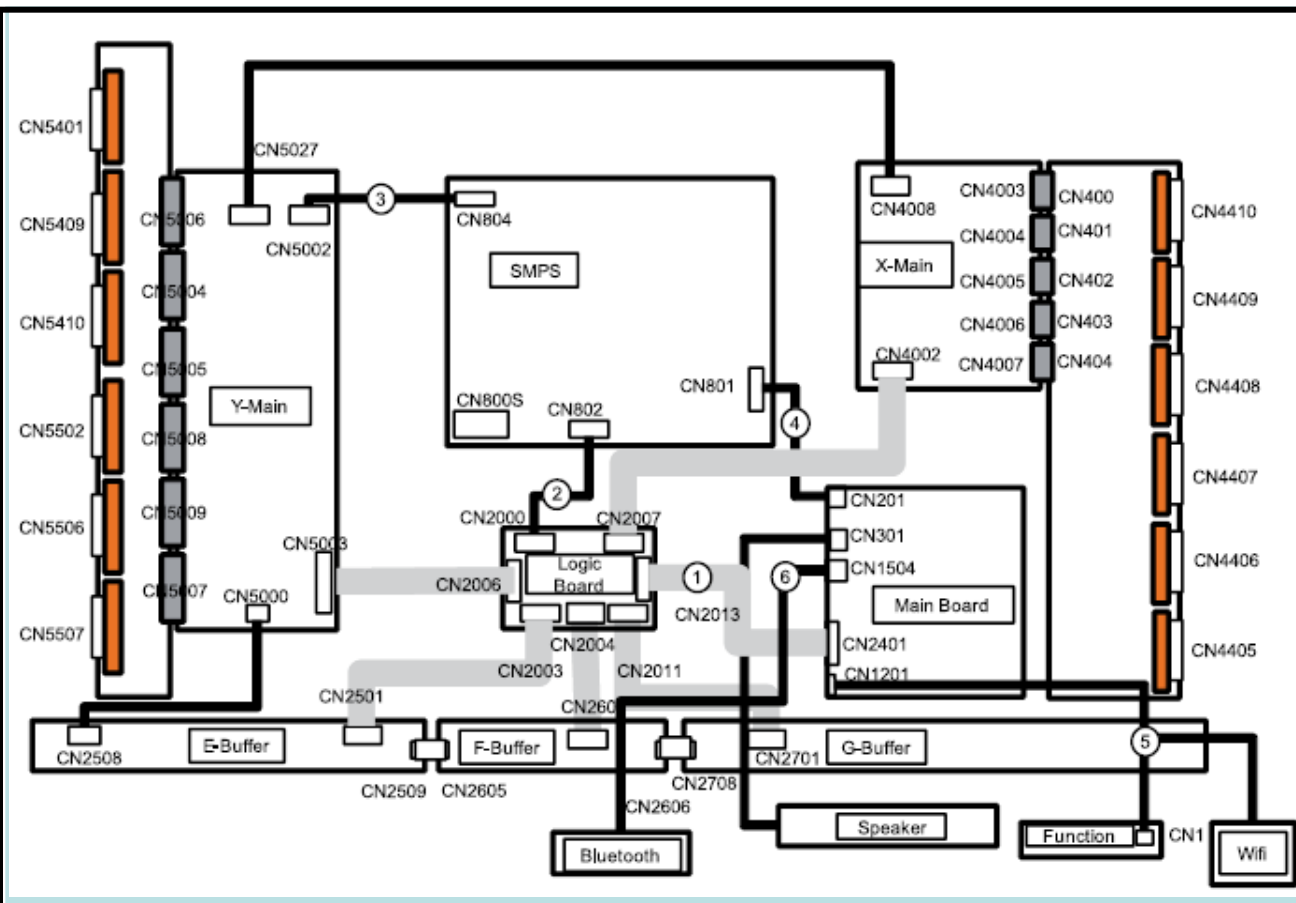
Latest Firmware:

Firmware for PDP TV D8000 series (ver. 1022.1)

Applicable Models: 51D8000FF, 59D8000FF, 64D8000FF

Description:

- This firmware will:
- Decrease flickering problem on 3D mode. (only 3D model)
 - Change the way to get out of Store Demo Mode
 - Change the type of information of Info banner
 - Prevent escaping issue when pressing volume button on video apps(Netflix, Vudu, etc)
 - Support Remote Service
 - Support Netflix 3.1



(4) CN801 (SMPS) - CN201 (MAIN)	
Pin No.	Signal
1	PS_ON
2	STBY
3	GND
4	VAMP
5	GND
6	GND
7	D5.3V
8	D5.3V
9	GND
10	15V
11	15V
12	D5.3V

(5) CN12001 (MAIN) - FUNCTION/Wi-Fi	
Pin No.	Signal
1	B5V
2	Wi-Fi DM
3	Wi-Fi DP
4	GND
5	N/C
6	IR
7	GND
8	A3.3V
9	SCL
10	SDA
11	FUNC_INT
12	LED_STB

Power On Sequence:

1. STBY 5V (CN801, #2, 5v)
2. PS_ON (CN801, #1, 3.3v-0v)
3. VS_ON (CN802, #6, 0-3.3v)
4. Panel should illuminate briefly

(3) 51" only : CN804 (SMPS) - CN5000 (Y-BOARD) 59"/64" only : CN804 (SMPS) - CN5002 (Y-BOARD)	
Pin No.	Signal
1	Vs
2	Vs
3	GND
4	Vg
5	GND
6	Va

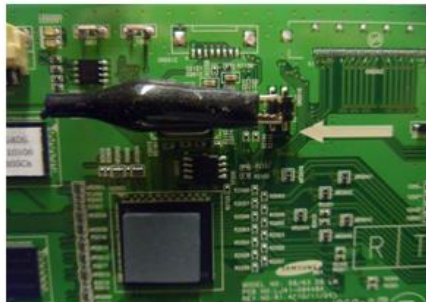
(2) 51" only : CN802 (SMPS) - CN2002 (LOGIC) 59"/64" only : CN802 (SMPS) - CN2000 (LOGIC)	
Pin No.	Signal
1	D5.3V
2	D5.3V
3	GND
4	GND
5	PS_ON
6	VS_ON

(6) CN1504 (MAIN) - B/T	
Pin No.	Signal
1	Sync_In
2	Sync_Out
3	GND
4	B/T_DP
5	B/T_DM
6	A5V
7	FUNC_INT

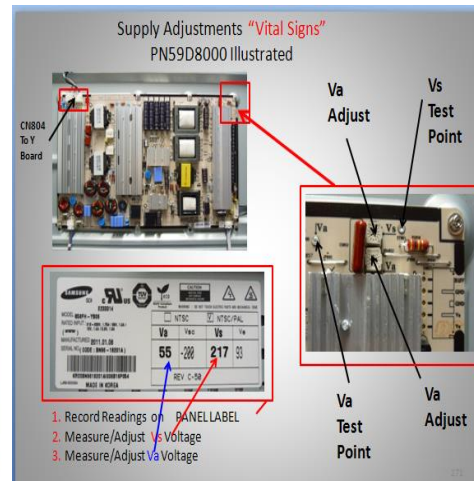
“Troubleshooting”

Activating Power & Logic Board Test Patterns without Main Board:

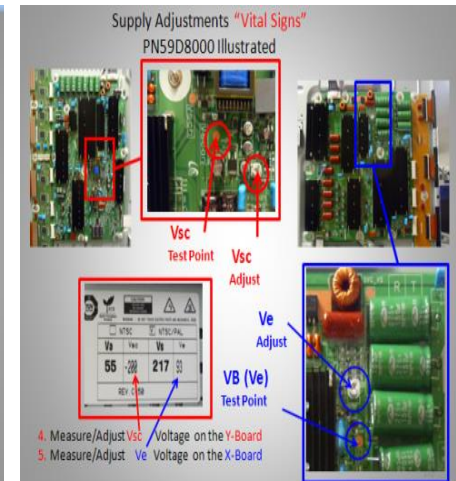
1. Remove Power Cord to Panel
2. Short Highest 2 Pin #s on Logic Board Test Jig (Can be 4 Pin or 6 Pin)



3. Remove Power Connector at Main Board (keeping connection to SMPS)
4. Short “Power On” Pin to Circuit Ground on Power Connector to SMPS.
5. Connect Power Cord to Panel



Sample



Power Supply Trouble Shooting Notes:

2010/2011 models

Will not be run with the “X” or “Y” main disconnected. The SMPS will shut down immediately. However if a meter is first connected to the test point when power is applied it will read the correct voltage briefly before shutting down. (You have enough time to check key voltages)

CAUTION: Do not reconnect any connectors to SMPS or Y/X Boards until power has been turned off long enough for Vs to drop below 10V or damage will occur to X or Y Boards.

SMPS Over Current Protection

If a short circuit occurs on either the VS or VA voltage lines, the SMPS stops operating, but should not fail. When the short circuit is removed from the source line, the Power Supply will operate normally again.

Many SMPS Supplies are replaced needlessly!

“VITAL SIGNS”

When troubleshooting, It's very important to first check **Vs, Va, Vsc & Ve**. If **Vs** is missing (0V), disconnect power and check for short. Use ohm meter to measure resistance while disconnecting Y-Board & X-Board supply feeds one at a time.

Turn Power On and Test SMPS with shorted connector removed for correct Vs voltage verification. (It may only come up briefly but to full level). Be careful not to reconnect power connectors until Vs falls below 10V.

If **Va** is low or missing, disconnect power connectors to Address Boards and Check to see if SMPS Supply is restored. (Note Va feed normally passes through the Y-Drive to the Address Boards (Logic Buffer Boards). If **Vsc** is low or missing and Vs is OK, the failure is with the **Y-Board** since the Y-Board generates the Vsc voltage from the supplied Vs.

If **Ve** is low or missing and Vs is OK, the failure is with the **X-Board** since the Ve is generated by the X-Board from the supplied Vs. (Please note: In some rare cases the Ve is generated by the Y-Board fed to the X-Board.)

Other SMPS Voltages:

Check Low Voltage feeds to the Main Board and other supplied Assemblies.

TROUBLESHOOTING VIDEO PROBLEMS

1. Verify Video Operation

- Customer Picture Test** (if available)
- "Display"** (If display is OK source is suspected)
- Substitute with known good Source
(**external DVD or Signal Generator**)

2. Using Test Patterns in Service Mode

- ENTERING SERVICE MODE -

Customer Remote:

- Power off
- Mute, 182, Power

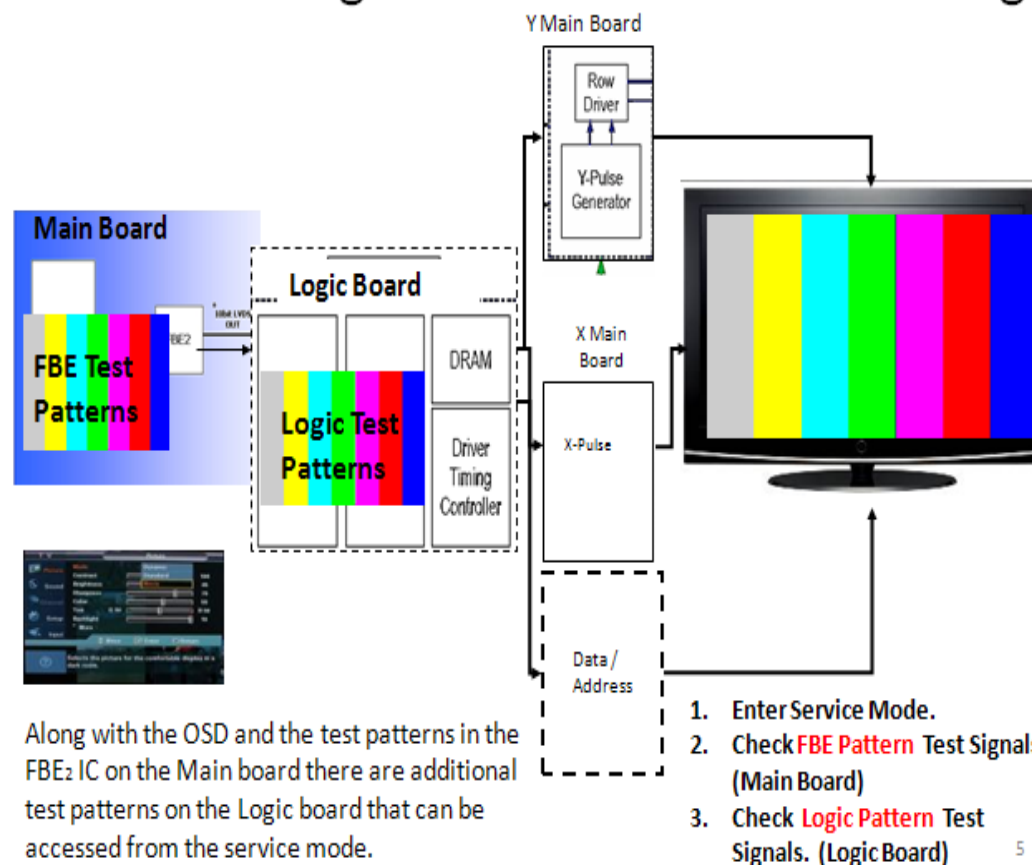
Service Remote:

- Power On
- Info, Test

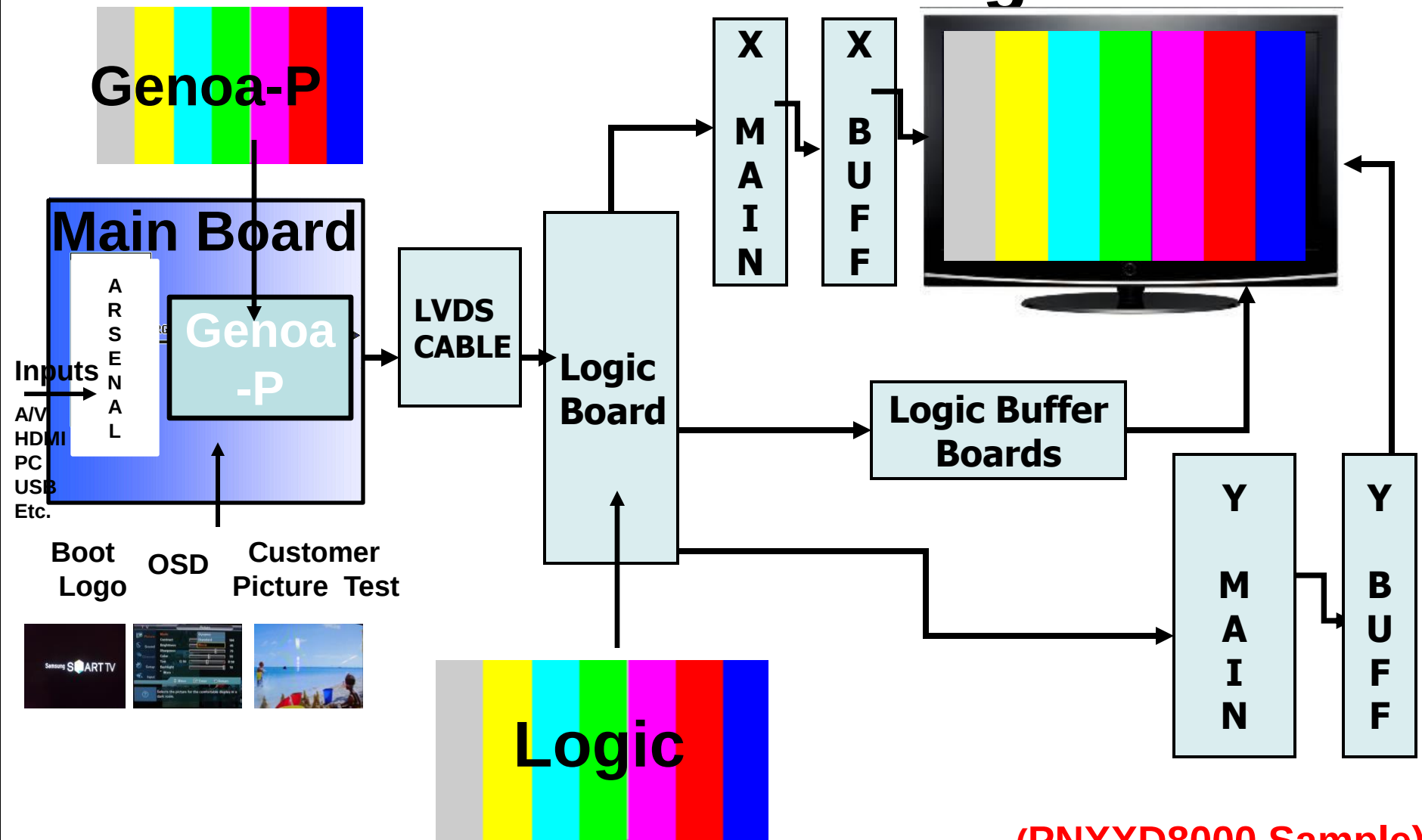
3. Determine cause

- If Logic pattern is NG; Logic board, Logic buffers or Panel are suspect.
- If FBE patterns is NG and Logic is OK; Main or LVDS cable are suspect.
- If both are OK it is likely a source issue.

2010 PDP Signal Path for Troubleshooting



2011 PDP Signal Path for Troubleshooting



(PNXXD8000 Sample)

ALIGNMENTS & OPTION BYTES :

1. Check/Adj. VS, VA, VE, & VSC according to Panel Label and Diffusion test. (see **bulletins** for any special notes before making changes)
2. Check/Set Option Bytes:
 - ENTER SERVICE MODE -
 - a) Customer Remote: Power off; Mute, 182, Power On
 - b) Service Remote: Power On; Info, Test

Model Code	PN64D8000FFXZA						
Side Label	Option						
	Type	Model	Tuner	Light Effect	Ch Table	Country	Front Color
I002	64DSCrD	PD8000	SEC_Si2173	OFF		USA	P-W-VIO
I003	64DSCrD	PD8000	SEC_Si2173	OFF		USA	P-W-VIO

DIFFUSION TEST/ADJ. (cell miss-firing, older units)

- Allow the unit to warm up 15 to 20 minutes
- Access the Burn Protect Sig. Pattern in Cust. Menu.
- Adjust the Vs volts until screen errors are gone in both dark and bright areas.
- Adjust the Vs volts within +/- 10V on the panel label.



SPECIAL NOTES:

See bulletin “Red Dots” for correction/adjustments for this model.